NEVADA HMO INDUSTRY PROFILE

THIRD QUARTER REPORT

July 1, 2000 through September 30, 2000

Bureau of Health Planning and Statistics Nevada State Health Division Department of Human Resources

Kenny Guinn, Governor Charlotte Crawford, Director Department of Human Resources Yvonne Sylva, Administrator Nevada State Health Division

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July 1, 2000 through September 30, 2000

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INTRODUCTION

The Nevada HMO Industry Profile is published quarterly and contains valuable information regarding Nevada's licensed health maintenance organizations (HMOs). This profile is useful to healthcare providers and others interested in managed care services available within the state.

Each quarterly report presents company specific organizational data, as well as, quarterly enrollment data arranged by county. Enrollment data are categorized by enrollee population and product (i.e. Commercial Plan, Medicare, Medicaid, Nevada Check Up). Market penetration information is also provided.

Third Quarter 2000 HMO Activity Highlights

- □ Tina Perry, RN, has been named the new HMO Coordinator for the Nevada State Health Division. She can be reached at (775) 684-4177.
- HMO Nevada successfully completed a triennial review evaluation survey conducted by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO).
- NevadaCare acquired the commercial membership (approximately 4,000 enrollees) of Humana's Nevada HMO.
- This third quarter report (as well as the previous quarterly reports from the year 2000) can be accessed online at, as well as downloaded from, the following web address: http://health2k.state.nv.us/vs/HMO.htm

Table I

PROFILE OF NEVADA LICENSED HMOS

Enrollment for Quarter Ending: September 30, 2000

НМО	Contact	Service Area	Enrollment	
Aetna US Healthcare	Linda Wilson, RN, MPH	Clark County, Reno/Sparks, and	Commercial:	45,644
4000 South Eastern Ave., Suite 150	Quality Accreditation Manager	Pahrump in Nye County	Medicare:	-
Las Vegas, NV 89117	Phone: 702-650-8243		Medicaid:	-
			NV Check-Up:	-
Model: Network	General Manager: Cliff Klima		Total:	45,644
Licensed: July, 1997				
For-profit; Foreign HMO	Medical Director: Dr. Richard Miller		PPO Total:	-
NCQA New Health Plan Accreditation 2/00.				
Health Plan of Nevada	Jonathan Bunker, President	Clark, Esmeralda, Lyon,	Commercial:	141,573
(Subsidiary of Sierra Health Services)	Phone: 702-242-7300	Mineral, Nye, and	Medicare:	41,004
P.O. Box 15645		Washoe, Counties	Medicaid:	16,306
Las Vegas, NV 89114-5645	Medical Director: Dr. Sameer Abu-Samrah		NV Check-Up:	-
			Total:	198,883
Model: Group/Network Combination				
Licensed: April 1982			PPO Total:	20,805
For-profit; Domestic HMO	Federally Qualified: All service areas			
NCQA full accreditation 8/98.	Medicare Risk Contract: All service areas			
HMO Nevada	Blair Christensen, Vice-President	Carson City, Clark,	Commercial:	5,395
6900 Westcliff Dr., Suite 600	Phone: 702 228-2583	Douglas, Elko, Esmeralda,	Medicare:	-
Las Vegas, NV 89145		Eureka, Humboldt,	Medicaid:	-
	Medical Director: Dr. William Bannen	Lincoln, Lyon, Nye	NV Check-Up:	-
Licensed: December 1992		Storey and Washoe	Total:	5,395
For-profit; Foreign HMO	Federally Qualified: Clark County	Counties		
State Quality Exam: 8/2000, JCAHO			PPO Total:	130,683
Substantial Compliance				

НМО	Contact	Service Area	Enrollment	
Hometown Health Plan	Troy Smith, Vice-President Insurance Srvcs.	Carson City, Churchill,	Commercial:	31,307
400 S. Wells Ave.	Phone (775) 982-3000	Douglas, Elko, Eureka,	Medicare:	6,376
Reno, NV 89502		Humboldt, Lander,	Medicaid:	-
Model: Network	Medical Director: Dr. Gabriel Bonnet	Lyon, Mineral, Pershing,	NV Check-Up:	-
		Storey and Washoe	Total:	37,683
Licensed: February 1988	Federally Qualified: All service areas	Counties		
Non-profit; Domestic HMO	Medicare Risk Contract: Washoe County		PPO Total:	11,511
State Quality Exam: HCFA 7/98				
Humana Health Plan	Kevin R. Meriwether, Executive Director	Carson City, Clark,	Commercial:	1,250
9900 Covington Cross Dr.	Phone: 702-869-1344	Douglas, Lyon, and	Medicare:	512
Las Vegas, NV 89144		Storey Counties.	Medicaid:	-
	Medical Director: David A. Govaker, MD	Pahrump in Nye County	NV Check-Up:	-
Model: Group	Federally Qualified: Clark, Pahrump in Nye	and portions of Washoe	Total:	1,762
Licensed: June 1989	County	County		
For-profit; Foreign HMO	Medicare Risk Contract: Clark, Pahrump in		PPO Total:	-
State Quality Exam: 6/97 HCFA	Nye County			
NevadaCare, Inc.	Keith Beagle, President	Clark County, and	Commercial:	24,877
1701 Charleston Blvd., Suite 420	Phone: 702-474-7241	Reno / Sparks in	Medicare:	-
Las Vegas, NV 89102		Washoe County	Medicaid:	25,419
	Medical Director: Dr. Tom Quam		NV Check-Up:	5,227
Model: Network			Total:	55,523
Licensed: September 1995				
For-profit; Domestic HMO			PPO Total:	-
State Quality Exam: 11/98, JCAHO				

НМО	Contact	Service Area	Enrollment	
PacifiCare of Nevada, Inc.	James Frey, President/CEO	Carson City, Clark,	Commercial:	35,066
700 Warm Springs Rd.	Phone: 702-269-7500	Douglas, Esmeralda,	Medicare:	32,458
Las Vegas, NV 89119		Lyon, Mineral, Nye,	Medicaid:	-
	Chief Medical Officer: Dr. Bard Coats	Storey, and Washoe	NV Check-Up:	-
Model: Network, and DSI Network		Counties	Total:	67,524
Licensed: September 1997	Federally Qualified: Clark County			
For-profit; Domestic HMO	Medicare risk contract: Clark County		PPO Total:	100
NCQA Full accreditation 2/98				
State Quality Exam: 2/00 HCFA				
St. Mary's Health First	M. Donald Kowitz, Chief Operating Officer	Carson City, Storey and	Commercial:	21,673
1155 W. Fourth Street #121	Phone: 775- 770-6060	Washoe Counties.	Medicare:	-
Reno, NV 89503		Douglas County except	Medicaid:	-
	Medical Director: Dr. Dennis Shuman	Stateline and portions of	NV Check-Up:	-
Model: Staff/Network combination		Lyon County	Total:	21,673
Licensed: June 1993				
For-profit; Domestic HMO			PPO Total:	-
State Quality Exam: 10/98 NCQA				
Tower Health Nevada	Sebastian Ernandes, Director of Operations	Clark County	Commercial:	110
1701 W. Charleston Blvd. Suite 220	Phone: 702-873-6941		Medicare:	-
Las Vegas, NV 89102			Medicaid:	-
	David Blackman, Chief Executive Officer		NV Check-Up:	-
			Total:	110
Model: Network				
COA rec'd: March 2000			PPO Total:	-
State Quality Exam: Not scheduled				

НМО	Contact	Service Area	Enrollment	
United HealthCare of Nevada, Inc.	Emery Dameron, Chief Executive Officer	Clark County, and	Commercial:	11,546
1160 Town Center Dr, Suite 390	Phone: 702-240-1421	Pahrump in Nye County	Medicare:	-
Las Vegas, NV 89144			Medicaid:	4,911
	Medical Director: Dr. Kenneth Osgood		NV Check-Up:	-
			Total:	16,457
Model: Network				
Licensed: June 1997			PPO Total:	53,701
For-profit; Domestic HMO				
State Quality Exam: Not scheduled				

		Market
Nevada State Totals:	Enrollment	Penetration*
Commercial:	318,441	17.3%
Medicare:	80,350	37.3%
Medicaid:	46,636	42.7%
NV Check-Up	5,227	
Total Enrollment:	450,654	

DSI: Delivery Service Intermediary

^{*} Market Penetration calculations and enrollment figures are mutually exclusive categories, and should be interpreted as such.

Table II

HMO COMMERCIAL ENROLLMENT
by Geographic Area
September 30, 2000

	Clark	Washoe	Rural	Total
Health Plan	County	County	Counties	Commercial
Aetna US Healthcare	44,588	968	88	45,644
Health Plan of Nevada	131,937	6,869	2,767	141,573
HMO Nevada	3,690	1,443	262	5,395
Hometown Health Plan	91	22,722	8,494	31,307
Humana Health Plan	877	235	138	1,250
NevadaCare, Inc.	24,589	288	-	24,877
PacifiCare of Nevada, Inc.	24,451	9,389	1,226	35,066
St. Mary's Health First	-	19,349	2,324	21,673
Tower Health Nevada	110	-	-	110
United HealthCare of Nevada	11,546	-	-	11,546
Totals	241,879	61,263	15,299	318,441
Market Penetration	19.0%	20.9%	5.5%	17.3%

Table III

HMO RURAL COMMERCIAL ENROLLMENT BY COUNTY
September 30, 2000

		Health Plan	HMO	Hometown				St. Mary's	Tower		County
County	Aetna	Nevada	Nevada	Health	Humana	NevadaCare	PacifiCare	Health First	Health NV	United	Total
Carson City	-	105	37	7,799	-	-	720	1,569	-	-	10,230
Churchill	-	19	22	-	4	-	-	-	-	-	45
Douglas	-	27	41	419	7	-	506	400	-	-	1,400
Elko	-	11	0	27	37	-	-	-	-	-	75
Esmeralda	-	7	0	-	-	-	-	-	-	-	7
Eureka	-	0	-	-	-	-	-	-	-	-	0
Humboldt	-	4	3	41	6	-	-	-	-	-	54
Lander	-	0	-	-	1	-	-	-	-	-	1
Lincoln	-	45	1	-	2	-	-	-	-	-	48
Lyon	-	267	41	201	26	-	-	254	-	-	789
Mineral	-	33	-	-	2	-	-	-	-	-	35
Nye	88	2,241	114	-	23	-	-	-	-	-	2,466
Pershing	-	4	1	7	0	-	-	-	-	-	12
Storey	-	4	2	-	1	-	-	101	-	-	108
White Pine	-	0	0	-	5	-	-	-	-	-	5
Undefined	-	-	-	-	24	-	-	-	-	-	24
TOTAL	88	2,767	262	8,494	138	0	1,226	2,324	0	0	15,299

Table IV

HMO COMMERCIAL ENROLLMENT TRENDS
September 30, 2000

Health Plan	Enrollment Enrollment Sept. 2000 Sept. 1999		Difference	Percentage Change
Aetna US Healthcare	45,644	19,497	26,147	134.1%
Health Plan of Nevada	141,573	148,164	-6,591	-4.4%
HMO Nevada	5,395	11,133	-5,738	-51.5%
Hometown Health Plan	31,307	39,661	-8,354	-21.1%
Humana Health Plan	1,250	4,798	-3,548	-73.9%
NevadaCare, Inc.	24,877	12,995	11,882	91.4%
PacifiCare of Nevada, Inc.	35,066	36,412	-1,346	-3.7%
St. Mary's HealthFirst	21,673	17,647	4,026	22.8%
Tower Health Nevada	110	-	(+110)	-
United HealthCare of Nevada	11,546	20,163	-8,617	-42.7%
Totals	318,441	310,470	7,971	2.6%

Table V

HMO MEDICARE ENROLLMENT
by Geographic Area
September 30, 2000

Health Plan	Clark County	Washoe County	Rural Counties	Total Medicare
Aetna US Healthcare	-	-	-	-
Health Plan of Nevada	33,173	3,666	4,165	41,004
HMO Nevada	-	-	-	-
Hometown Health Plan	-	6,376	-	6,376
Humana Health Plan	492	6	14	512
NevadaCare, Inc.	-	-	-	-
PacifiCare of Nevada, Inc.	32,458	-	-	32,458
St. Mary's Health First	-	-	-	-
Tower Health Nevada	-	-	-	-
United HealthCare of Nevada	0	-	-	-
Totals	66,123	10,048	4,179	80,350
Market Penetration	45.7%	27.2%	12.4%	37.3%

Table VI HMO RURAL MEDICARE ENROLLMENT BY COUNTY September 30, 2000

		Health Plan	НМО	Hometown				St. Mary's	Tower Health		County
County	Aetna	Nevada	Nevada	Health	Humana	NevadaCare	PacifiCare	HealthFirst	NV	United	Total
Carson City	-	27	-	-	-	-	-	-	-	-	27
Churchill	-	4	-	-	0	-	-	-	-	-	4
Douglas	-	2	-	-	-	-	-	-	-	-	2
Elko	-	0	-	-	1	-	-	-	-	-	0
Esmeralda	-	21	-	-	-	-	-	-	-	-	21
Eureka	-	0	-	-	-	-	-	-	-	-	0
Humboldt	-	1	-	-	-	-	-		-	-	1
Lander	-	0	-	-	1	-	-	-	-	-	0
Lincoln	-	1	-	-	-	-	-	-	-	-	1
Lyon	-	924	-	-	-	-	-	-	-	-	924
Mineral	-	84	-	-	-	-	-	-	-	-	84
Nye	-	3,098	-	-	14	-	-	-	-	-	3,112
Pershing	-	1	-	-	-	-	-	-	-	-	1
Storey	-	0	-	-	-	-	-	-	-	-	0
White Pine	-	2	-	-	-	-	-	-	-	-	2
Undefined	-	-	-	-	0	-	-	-	-	-	0
TOTAL	0	4,165	0	0	14	0	0	0	0	0	4,179

Table VII

HMO MEDICARE ENROLLMENT TRENDS
September 30, 2000

Health Plan	Enrollment Sept. 2000	Enrollment Sept. 1999	Difference	Percent Change
Aetna US Healthcare	-	-	-	-
Health Plan of Nevada	41,004	39,378	1,626	4.1%
HMO Nevada	-	-	-	-
Hometown Health Plan	6,376	6,528	-152	-2.3%
Humana Health Plan	512	9,430	-8,918	-94.6%
NevadaCare, Inc.	-	-	-	-
PacifiCare of Nevada, Inc.	32,458	22,626	9,832	43.5%
St. Mary's Health First	-	-	-	-
Tower Health Nevada	-	-	-	-
United HealthCare of Nevada	-	-	-	-
Totals	80,350	77,962	2,388	3.1%

Table VIII

HMO MEDICAID ENROLLMENT

by Geographic Area September 30, 2000

Health Plan	Clark County	Washoe County	Rural Counties	Total Medicaid
Aetna US Healthcare	-	-	-	-
Health Plan of Nevada	16,277	3	26	16,306
HMO Nevada	-	-	-	-
Hometown Health Plan	-	-	-	-
Humana Health Plan	-	-	-	-
NevadaCare, Inc.	23,413	2,006	0	25,419
PacifiCare of Nevada, Inc.	-	-	-	-
St. Mary's Health First	-	-	-	-
Tower Health Nevada	-	-	-	-
United HealthCare of Nevada	4,911	-	-	4,911
Totals	44,601	2,009	26	46,636
Market Penetration	*	*	*	42.7%

^{*}Only statewide Medicaid Eligible Data was available due to new NSWD reporting measures.

Table IX

HMO MEDICAID ENROLLMENT TRENDS
September 30, 2000

Health Plan	Enrollment Sept. 2000	Enrollment Sept. 1999	Difference	Percent Change
Aetna US Healthcare	-	-	-	-
Health Plan of Nevada	16,306	9,457	6,849	72.4%
HMO Nevada	-	-	-	-
Hometown Health Plan	-	2,013	(-2013)	-
Humana Health Plan	-	-	-	-
NevadaCare, Inc.	25,419	21,073	4,346	20.6%
PacifiCare of Nevada, Inc.	-	-	-	-
St. Mary's Health First	-	-	-	-
Tower Health Nevada	-	-	-	-
United HealthCare of Nevada	4,911	-	(+4911)	-
Totals	46,636	32,543	14,093	43.3%

Table X

HMO NEVADA CHECK-UP ENROLLMENT
by Geographic Area
September 30, 2000

Health Plan	Clark County	Washoe County	Rural Counties	Total Check-Up
Aetna US Healthcare	-	-	-	-
Health Plan of Nevada	-	-	-	-
HMO Nevada	-	-	-	-
Hometown Health Plan	-	-	-	-
Humana Health Plan	-	-	-	-
NevadaCare, Inc.	2,792	2,435	-	5,227
PacifiCare of Nevada, Inc.	-	-	-	-
St. Mary's Health First	-	-	-	-
Tower Health Nevada	-	-	-	-
United HealthCare of Nevada	-	-	-	-
Totals	2,792	2,435	0	5,227

Table XI

TOTAL HMO MARKET PENETRATION
by County, September 30, 2000

County	Commercial Market	Medicare Market	Medicaid Market Penetration
Clark	19.0%	45.7%	*
Washoe	20.9%	27.2%	*
Carson City	21.8%	0.4%	*
Churchill	0.2%	0.1%	*
Douglas	3.6%	0.0%	*
Elko	0.2%	0.0%	*
Esmeralda	0.5%	10.9%	*
Eureka	0.0%	N/A	*
Humboldt	0.3%	0.1%	*
Lander	0.0%	N/A	*
Lincoln	1.3%	0.2%	*
Lyon	2.5%	21.8%	*
Mineral	0.6%	8.2%	*
Nye	7.7%	72.8%	*
Pershing	0.2%	0.1%	*
Storey	3.0%	0.0%	*
White Pine	0.1%	0.2%	*
Statewide TOTALS	17.3%	37.3%	42.7%

^{*}No county medicaid eligible data available per NSWD, see Table VIII.

Table XII

PPO ENROLLMENT
by Geographic Area
September 30, 2000

Health Plan	Clark County	Washoe County	Rural Counties	Total Enrollment
Aetna US Healthcare	-	-	-	-
Health Plan of NV/Sierra Hlth & Life	15,486	1,436	3,883	20,805
HMO Nevada*	130,683	-	-	130,683
Hometown Health Plan	435	6,172	4,904	11,511
Humana Health Plan	DNR	DNR	DNR	-
NevadaCare, Inc.	-	-	-	-
PacifiCare of Nevada, Inc.	32	5	63	100
St. Mary's Health First	-	-	-	-
Tower Health Nevada	-	-	-	-
United HealthCare of Nevada**	35,899	17,802	-	53,701
Totals	182,535	25,415	8,850	216,800

^{*}HMO NV did not specify a regional breakdown, only a total PPO value for the state "Clark County" was arbitrarily designated as the region for mathmatical totals to agree.

TABLE XIII

PPO ENROLLMENT TRENDS by HEALTH PLAN
September 30, 2000

	Enrollment	Enrollment		Percent
Health Plan	Sept. 2000	Sept. 1999	Difference	Change
Aetna US Healthcare	-	N/A	-	-
Health Plan of Nevada	20,805	23,829	-3,024	-12.7%
HMO Nevada	130,683	60,147	70,536	117.3%
Hometown Health Plan	11,511	14,591	-3,080	-21.1%
Humana Health Plan	DNR	12,732	(-12,732)	-
NevadaCare, Inc.	-	1	-	-
PacifiCare of Nevada, Inc.	100	33	67	203.0%
St. Mary's Health First	-	N/A	-	-
Tower Health Nevada	-	-	-	-
United Health Care of Nevada	53,701	49,146	4,555	9.3%
Totals	216,800	160,478	56,322	35.1%

TABLE NOTES

General Notes on the Tables:

<u>Distinctions between Zeros, Dashes, & DNR</u>
 To increase readability, the following data presentation conventions have been used:

1. Zero: no enrollees within a county for which a Certificate of Authority (COA) has been issued to the HMO.

2. Dash (-): the HMO does not have a COA to operate in the county.

When used in "Total", "Difference", or "Percent Change" columns, this convention represents invalid mathematical calculations due to an HMO not having a COA in the county or counties or they did not report statistics for the quarter. Either way a valid number of enrollees for the calculation of interest does not exist. (e.g., in Table III, no HMO has a COA to operate in Eureka county. Therefore the "County Total" column is represented with a dash (-) to indicate an invalid mathematical total.)

In Table I, convention indicates HMO does not provide service to that population category.

3. DNR: did not report.

Enrollment Data Reporting and Sources

All enrollment data presented within the *Nevada HMO Industry Profile* are derived from quarterly enrollment reports submitted by each HMO. Geographical allocation of enrollment data is based upon the following guidelines:

- a. Commercial plan enrollment data are reported according to the location of the employer.
- b. Medicare, Medicaid, and Nevada Check Up enrollment data are allocated according to the residence of the enrollee.

Market Penetration Calculations and Data Sources

In general, market penetration is determined by dividing the number of enrollees by the potential enrollment population of the geographic area. The *HMO Industry Profile* uses the following conventions:

1. Commercial category: population (county or statewide) is

comprised of age group zero to 64.

2. *Medicare category*: population (count or statewide) is

comprised of age group 65 and greater.

3. *Medicaid category*: population is comprised of estimated

Medicaid eligible for Clark & Washoe Counties and statewide. (Note, for this

report, only statewide totals were

available).

The Nevada State Demographer, University of Nevada, Reno, provides data for the commercial and Medicare category 2000 population projections. The projections came from the June 2000 report titled "Nevada County Population Projections 2000 to 2010".

The Nevada State Welfare Division provides data for Medicaid eligible participants.

Estimated Medicaid eligibles were derived from monthly reports whose source is NSWD Report WL-00427. The statewide totals were compiled by NSWD from case-load reports for July, August, and September 2000 and the total Medicaid eligible statewide figure was an average of the totals for each month involved. Countywide totals were not available for this guarter per NSWD.

Preferred Provider Organization (PPO) Data

Important note: PPOs and HMOs are two distinctively different approaches to healthcare coverage. Because of the differing approaches, service delivery of the two health care plans may also be dissimilar. Additionally, an HMO and a PPO may both be part of the total healthcare product line from the same insurance company.

The PPO information presented within the Nevada HMO Industry Profile is not an exhaustive listing of all PPOs that are operating within Nevada. The data presented herein are solely to provide an

indication of other managed care activities with which the organization may be involved. The data are presented as reported by the HMO.

Specific Notes on the Tables:

Table VIII

Rural Column – represents the other 15 counties within the state. Currently, Medicaid rural enrollment is too low to justify development of a separate reporting table for each of the rural counties.

Market Penetration Statistics - only valid for statewide total. County totals were not available at time of printing due to new recording systems being used by the Nevada State Welfare Division (NSWD). The statewide total Medicaid eligible data were an average of Medicaid eligibles for July, August, and September 2000.

• Table IX & Table XIII

Certain values in the "Difference" columns of these two tables have been placed in parentheses. Because the respective HMO did not have figures either for the quarter a year ago or the current quarter, their values were placed in this column, using this convention, in order for all tabulated columns to agree mathematically.

Table XI

Important note: The underlying data for this table were derived from

Tables I-IX. Previous notes contained under "General Notes on the Tables" should be

considered in interpreting this data.

Rural Medicaid enrollment is too low to justify reporting the rural eligibility data necessary to develop market penetration information.

Table XII

Important note: HMO Nevada did not report PPO enrollment by region, rather by statewide total. For the table's totals to mathematically agree by row and column summation, Clark County was arbitrarily designated as the county to place total enrollment figures.